

#### 2003 Proposed Charter:

The 2003 IM contract language was modified. It now states, "The Department agrees to work with local agencies using the IMAC and its subcommittees to jointly develop strategies to effectively address payment accuracy in the Food Stamp program. One of the subcommittees will function as a technical workgroup focusing on quality assurance to propose balanced strategies that specify actions at both the state and local levels needed to reduce the most costly errors."

This subcommittee will develop and recommend strategies for quality assurance compliance in the IM program. Issues to be addressed include customer service and payment accuracy. In addition, this work group will develop the standards by which penalties may be imposed and/or incentive payments may be made to counties based upon measurable performance standards. This will also involve ensuring the appropriate implementation of performance standards from modifying contract language to identifying appropriate funding mechanisms.

#### 2003 Activities

1. Performance Standards-By July review current contract requirements, review federal FS performance standards for applicability for IM QA purposes. Also review other potential performance standards, incentive funding for fraud and agency preventable errors. Make recommendations on contract language changes and funding.
2. Coordination of error reduction strategies (including review of results of the MEQC, FS error reduction issues).

#### 2003 Members:

*Chair: John Haine*

Joanne Simpson

Bernadette Connolly

Lisa Hanson

Vicki Jessup

Marilyn Rudd

Marcia Williamson